

*** CAREER OPPORTUNITY ***



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF TEXAS

Position Title: Quality Assurance Analyst/Workleader #16-29
Location: Dallas, Texas
Closing Date: Open Until Filled
Starting Salary/Range: CL-27 (\$50,163 - \$81,536)*
*depending upon qualifications and experience

POSITION OVERVIEW:

The United States District Court for the Northern District of Texas is recruiting for a Quality Assurance Analyst/Workleader position in the District Clerk's Office in Dallas, Texas. The incumbent has district-wide responsibility for directing the activities of the Operations Assistance Team, gathering and reviewing statistical information affecting court operations; assisting help desk with docketing and quality control issues; making recommendations for changes to quality control processes; creating and updating operations resources; and performing other duties as assigned. The incumbent reports to the Chief Deputy of Operations.

REPRESENTATIVE DUTIES:

1. Coordinate the activities of the Operations Assistance Team and the various projects for which the team is responsible, including setting and conducting team meetings, maintaining the team's task/project list, assigning work to team members, etc.
2. Collect and analyze statistical data from quality assurance reports, including error logs, to ensure that docket entries are accurate, complete, and meet established quality standards; perform corrective actions to ensure the accuracy of data, files, and records; prepare and distribute monthly and quarterly statistical reports.
3. Resolve external and internal user docketing and quality control issues received by the Assist Help Desk.
4. Make recommendations for additional training, forms, procedures, and Process Modification Requests (PMR's) to minimize recurring errors; assist with development of new training, forms, procedures and process modifications; assist with development and testing of new events and modifications to the CM/ECF dictionary; assist in testing new releases of the CM/ECF system and related applications and products; present ECF training.
5. Analyze and determine when transcripts subject to redaction may be released for remote electronic access; determine proper venue for incoming inter-district transfers; follow up on instances in which the case management system failed to provide notice to required recipients; process consents to proceed before the magistrate judge; analyze judge assignment deck usage and report findings.

6. Maintain portions of the court's website and set up approved level of user access to the CM/ECF system; monitor PACER access; ensure that access rights are terminated upon termination of employment.

QUALIFICATIONS:

To qualify for the position, the candidate should have thorough knowledge of the court's operations and docketing procedures and the court's electronic case processing system. The candidate should also have experience successfully working in a team environment. Knowledge of legal terminology and procedure and experience handling sensitive material is preferred. The candidate must possess strong organizational, analytical, and verbal and written communication skills; skill in using spreadsheet, database, and word processing applications; and skill in learning complex processes and creating effective training and reference documentation. The candidate must possess the ability to extract and analyze information from databases, recognize patterns or error trends as they develop, make recommendations for correcting identified problems, meet established deadlines and commitments, and consistently demonstrate sound ethics and judgment. A Bachelor's degree in business or a related field is preferred.

BENEFITS:

Employees of the U.S. District Court are entitled to benefits, which include participation in the Federal Employees Retirement System, choice of a health benefit plan from several options, dental, life insurance, long term disability, long term care, annual/sick leave, federal holidays, and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

OTHER:

Employees of the U.S. District Court for the Northern District of Texas are excepted service appointments. Employees are considered at will and are not covered by federal civil service classifications or regulations.

You must be a U.S. citizen, or a lawful permanent resident (i.e., green card holder) seeking U.S. citizenship.

Due to the high volume of applicants received, the Court will only communicate with applicants who will be considered for interviews. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

The final candidate will be subject to a background investigation by law enforcement agencies, which includes FBI fingerprinting and credit check. Employment will be contingent upon a favorable response from this investigation.

Qualified applicants may submit a **detailed resume** and **salary history** to:

Human Resources - #16-29
United States District Clerk's Office
1100 Commerce Street, # 1452
Dallas, TX 75242
Fax: (214) 753-2247
Email: humanresources@txnd.uscourts.gov

****** The Court is an Equal Opportunity Employer ******

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. District Court requires employees to adhere to a Code of Ethics and Conduct. **This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative.** The decision on granting reasonable accommodations will be made on a case by case basis.